The Nuts and Bolts of Cultural Diversity in Regards to Healthcare

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Objectives

- Describe and explain what cultural diversity is and why it is important in health to one's health.
- Describe the influence of one's culture on beliefs, values, and behaviors.
- Identify at least one framework for providing culturally competent care.

Chuukese Language

Where is this language spoken?

Culture,......

An integrated pattern of human behavior that includes:
- thoughts,
- communications,
- languages,
- practices,
- beliefs,
- values,
- customs,
- courtesies,
- rituals, manners of interacting, roles
- relationships,
- and expected behaviors of a social, ethnic, religious, or social group and the ability to transmit the above to succeeding generations.

Source: National Center for Cultural Competence, Georgetown University

Why is cultural competency important to one's health:
- The perception of illness varies by culture
- Diverse belief systems exist about health, healing, and wellness
- Patients have personal experience of biases within the health care system

What does Cultural Competence Require?

1. We must value diversity
2. Be able to assess yourself
3. Manage dynamics of difference
4. Acquire and institutionalize cultural knowledge.
5. Adapt to diversity and cultural contexts of individuals served

The Evidence: Barriers

- Lack of awareness regarding safety risks for LEP patients
- Timely language assistance
- Accurate data collection
- Knowledge, Skills, Confidence, and Time

Contributing factors: Own bias, lack of resources, miscommunication

Recommend a self-assessment to identify cultural awareness

National Center for Cultural Competence

Goal: Self Efficacy, Increase Awareness, Knowledge, and Skills


Discussion

How does our Culture influence our;

- Beliefs
- Values
- Behavior

Family decision-making and withholding of information

How did Mr. Kochi’s culture influence the way he and his family discussed medical information and make medical decisions?

- How should providers communicate with families about medical information?

Effects of immigration and acculturation on family dynamics / beliefs.

Why, in this case, does Noorzia (a relatively young daughter) seem to play a very important role in medical decisions about her father’s care?

- How is Noorzia’s perspective on her father’s health and the medical system in general different from her father’s?

What does NO mean?

- What does it mean when a patient refuses a procedure?
- What other reasons might Mr. Kochi—or anyone—have for refusing chemotherapy?
Language barriers and communication

How important are professional interpreters (as opposed to family members or no interpreters) in medical interactions like this?

- Could it have changed the situation in this case?
- Are there any laws requiring the use of an interpreter?
- What problems can arise when family members or others act as interpreters?

Religious beliefs, spirituality, and negotiation

How might Mr. Kochi’s perspective on spirituality and health affect his decisions about chemotherapy?

- Is Dr. Fisher said the usual perspective of American medicine?
- Can the two somewhat different views be reconciled?
- What could Dr. Fisher have done to discover this issue early on?
- How might Dr. Fisher have modified his approach if he had some idea of this potential conflict?

L-E-A-R-N Model of Cross Cultural Encounter Guidelines for Health Practitioners

- Listen with sympathy and understanding to the patient’s perception of the problem
- Explain your perceptions of the problem
- Acknowledge and discuss the differences and similarities
- Recommend treatment
- Negotiate agreement

The provider and the patient each bring their individual learned patterns of experience and culture to the health care experience which must be transcended to achieve equal access and quality health care.

(Anon)

Conclusion

References